

Learning Course Catalog

November | December | January | February
HR LEARNING & DEVELOPMENT

The **New** Classes & Series are a success!



HR Learning and Development is excited to announce our new programs for FY 2017-18 aligning with our vision to empower employees to realize their best self and full potential at Placer County. The new series below are specifically outlined within this catalogue.

- ◇ Advanced Analytical Series
- ◇ Career Development Series
- ◇ Effective Technical Writing
- ◇ Foundational Series
- ◇ Supervisory Series

Find the series that is right for you and complete the series within two years to receive a Placer County Certificate of Completion or take individual courses to find your own path.

Workshop Highlight

2-Day Technical Writing Course Placer County welcomes Tom Stapleton

A new instructor in our class curriculum. In this workshop, you will assess your current technical writing skills and learn specific techniques to improve your style. Emphasis is on organization and appropriate choice of language for documents such as email, memos, reports, Board messages, and other technical documents.

Specific Learning Objectives are to profile your audience, collect your thoughts quickly & efficiently, structure idea flow with clear, concise sentences & paragraphs, compose and revise technical rough drafts, match message format to purpose, self-check the finished product and organize your key points by Content Mapping.



Tom Stapleton is a communication consultant to corporations and government agencies who has written & edited reports, proposals, handbooks & procedures manuals at McDonnell Douglas and Nestlé. He is the author of *Excellent Oral & Written Communication Skills Required*, and four novels. As a trainer, Tom has conducted business writing and oral presentation workshops for numerous clients, among them Amgen, Walt Disney Company, Los Angeles County, the U.S. Dept. of Transportation Caltech and UCLA Extension.



SCHEDULE AT A GLANCE

November 2017

11/1	WED	AM	Lead Problem Solve/Decision Making	Auburn
11/1	WED	AM	Presentation Skills	Rocklin
11/2	THU	PM	Lead Business Process Improvement	Rocklin
11/8	WED	ALL DAY	Adult CPR	Heritage Oak
11/9	THU	AM	Dev Your Professional Develop Plan	Rocklin
11/9	THU	PM	Placer County Recruitment Workshop	Rocklin
11/10	FRI		Veterans Day Holiday	
11/14-15	T-W	2 DAY	Technical Writing	Auburn
11/15	WED	AM	Microsoft Excel Pivot Tables	ITTC
11/16	THU	AM	Effective Resume Writing	Rocklin
11/16	THU	PM	Lead Problem Solve/Decision Making	Rocklin
11/17	FRI	ALL DAY	NEO	Auburn
11/23-24	THU-F		Thanksgiving Holiday	
11/28	TUE	ALL DAY	Project Management Essentials	Auburn
11/29	WED	ALL DAY	Microsoft One Note	ITTC
11/30	THU	ALL DAY	Microsoft Excel 2010 Level 4	ITTC
11/30	THU	AM	Interviewing Skills for Success	Rocklin

December 2017

12/5	TUE	AM	Ethics and the Public Servant	Rocklin
12/5	TUE	ALL DAY	Writing Skills for Analysts	Auburn
12/6	WED	ALL DAY	Microsoft Word Level 2	ITTC
12/12	TUE	ALL DAY	Presentation Skills for Analysts	Auburn
12/15	FRI	ALL DAY	NEO	Auburn
12/19	TUE	ALL DAY	Interpersonal Skills for Analysts	Auburn
12/21	THU	AM	Test Taking Best Practices	Rocklin
12/25	MON		Christmas Holiday	

January 2018

1/19	TUE	AM	Career Development Workshop	Auburn
1/9	TUE	ALL DAY	Business Writing	Rocklin
1/10	WED	AM	Interpersonal Communication	Auburn
1/11	THU	PM	Role of the Supervisor	Auburn
1/11	THU	ALL DAY	Microsoft Excel 2013 Level 1	ITTC
1/16	TUE	AM	Dev Your Professional Develop Plan	Auburn
1/16	TUE	AM	Grammar & Punctuation Brush Up	Rocklin
1/17	WED	AM	Critical Thinking Tools	Auburn
1/18	THU	ALL DAY	MS Outlook 2013 Level 1	ITTC
1/18	THU	PM	Leading Self and Teams	Auburn
1/23	TUE	AM	Placer County Recruitment Workshop	Auburn
1/24	WED	AM	Customer Service in the Public Sector	Auburn
1/24-25	W-THU	2 DAY	Microsoft Access	ITTC
1/25	THU	PM	Performance Development Workshop	Auburn
1/26	FRI	ALL DAY	NEO	Auburn
1/30	TUE	AM	Effective Resume Writing	Auburn
1/31	WED	AM	Organizing and Prioritizing	Auburn

February 2018

2/1	THU	PM	Coaching, Onboarding & Staff Dev	Auburn
2/6	TUE	AM	Test Taking Best Practices	Auburn
2/6	TUE	ALL DAY	Analytical Problem Solving	Rocklin
2/6-7	TUE-W	2 DAY	Technical Writing	Auburn
2/8	WED	ALL DAY	Presentation Skills Workshop	Auburn
2/8	THU	ALL DAY	Microsoft Excel 2013 Level 2	ITTC
2/8	THU	PM	Motivating High Performance Teams	Auburn
2/13	TUE	AM	Interviewing Skills for Success	Auburn
2/14	WED	ALL DAY	Presentation Skills Workshop	Auburn
2/15	THU	PM	HR Essentials	Auburn
2/20	TUE	ALL DAY	Writing Skills for Analysts	Rocklin
2/22	THU	ALL DAY	MS Office Transition to 2013	ITTC
2/22	THU	PM	Introduction to Progressive Discipline	Auburn

WINTER CLASSES

JOB KNOWLEDGE

NEW EMPLOYEE ORIENTATION

Fridays 8:30-3:30 PM New Employees are enrolled by Learning & Development

11/17 | 12/15 | 1/26 | 2/23

Instructors: CEO David Boesch, Human Resources, PPEO

Target Audience: New Employees

Welcome to Placer County! As a new employee, you will be automatically enrolled in this course based on your hire date. This course will cover topics to help you effectively transition into your new role. The session includes an overview of the County organizational structure, the County goals, as well as information about the different departments, the services they provide, and all your resources to support the important work you do every day. You will participate in an individual goal setting exercise to help you see how your role connects to your department and the County's goals. Interactive learning games will keep you energized and engaged.

SAFETY

ADULT CPR & FIRST AID

Wednesday 11/08 8:30-1:30 #1277-02

Instructor: Rescue Training/various

Target Audience: Everyone

Location: Rescue Training Program, 11990 Heritage Oaks Place, Suite 6, Auburn

The American Heart Association Heartsaver First Aid, CPR and AED certification course content is designed for individuals with limited or no medical training experience who need a course completion card in first aid, CPR and AED use to meet job, regulatory or other requirements. This certification course is Instructor led with a watch while practicing AHA video format and includes focused skills learning and assessments throughout the program. The content is based on the most current AHA science with the following modules:

- First Aid Basics
- Medical Emergencies
- Injury Emergencies
- Environmental Emergencies
- Adult CPR and AED use

WINTER CLASSES

2 Day Writing Class

Technical Writing

Course #1 ACORN#1309-01
November 14-15 8:30-4:30 PM each day

Course #2 ACORN#1309-02
February 6-7 8:30-4:30 PM each day

This course is offered twice for your scheduling convenience.

You may not split sessions.

All classes to be held at TR1, 11486 B Ave, Auburn.

*****Bring a Writing Sample on the 1st Day for workshop critique*****

Main Objectives of the workshop include:

- Profile your audience
- Structure idea flow with clear, concise sentences & paragraphs
- Compose & revise technical rough drafts
- Match message format to purpose
- Self-check the finished product
- Organize your key points by Content Mapping
- Choose the appropriate tone and language style
- Reduce editing time
- Add interest to your technical writing



Instructor: Tom Stapleton

Target Audience: Technical Writing is for those scientific, medical, and technical professionals who must produce documents, such as board letters or staff reports, as part of their work that is easy to read and understandable to the lay person.



TARGETSOLUTIONS SMART OFFICE

Available online at your workstation through TargetSolutions, Self-Assign.

Effectively operating Microsoft Office programs (i.e. Word, Excel, PowerPoint, and Outlook) is important in a professional work environment. These courses educate employees on various programs and provide lessons on how to implement new skills. Take a look at what Target Solutions has available for you without leaving your workstation.

Email learning@placer.ca.gov with questions or assistance.

WINTER TECH CLASSES

USE OF TECHNOLOGY

All Use of Technology courses are held at IT Training Center, 2970 Richardson Dr., Auburn

MICROSOFT WORD 2010—LEVEL 2

WEDNESDAY 12/6 8:30-3:30 #0508-08 Target Audience: Intermediate Users

This course is designed for persons who are able to create and modify standard business documents in Microsoft Word, but need to know how to create or modify complex business documents. After completing students will know how to:

- Manage lists,, customize tables and charts
- Format a document using styles and themes
- Create customized graphic elements and insert content using Quick Parts
- Use templates to automate document creation and use the mail merge function
- Use macros to automate common tasks

MICROSOFT ONENOTE

WEDNESDAY 11/29 8:30-3:30 #1227-02 Target Audience: Beginning Users

Microsoft OneNote is a software package for free-form information gathering, and multi-user collaboration. You will learn the concept of OneNote's interface, an electronic version of a tabbed three-ring binder which can be used directly for making notes, gathering "pages" printed or sent from other applications, embedding graphics and web links. After completing, students will know how to:

- Create a Notebook and customize the interface.
- Enter, format and save notes to collaborate with others sharing Notebooks on a network location.
- Create Template-Based Notes and learn how to organize, search and print Notes.
- Learn how to use OneNote with Outlook, Excel and PowerPoint.

MICROSOFT OUTLOOK 2013 LEVEL 1

THURSDAY 1/18 8:30-3:30 #1334-01 Target Audience: Beginning Users

This course is intended for a basic understanding of how to use Outlook to manage time and information.

At course completion students will be able to:

- Explore the Outlook interface, send & respond to messages.
- Compose email messages and organize email messages into folders
- Manage contacts and information, tasks and notes
- Schedule appointments and meetings

WINTER TECH CLASSES

NEW MICROSOFT ACCESS 2013 2 DAY COURSE NEW

WEDNESDAY & THURSDAY 1/24-1/25

8:30-3:30 #1335-01

Target Audience: Knowledge of Windows and Excel

Students will learn how to create relational databases in Microsoft Access. This course also includes a primer on what relational databases are and how to plan a build of a relational database

Upon successful completion of this course, students will be able to:

- Define and plan a relational database
- Use Access to build a database
- Build and customize database tables and a basic database report
- Build data entry forms and Build basic database queries



MICROSOFT OFFICE 2013: TRANSITION from OFFICE 2007/2010

Thursday 2/22

8:30-3:30pm

#1291- 02

Target Audience: Everyone transitioning to the 2013 MS Version

This course builds upon the foundational Microsoft Office 2007/2010 knowledge and skills you've already acquired. It focuses on the enhanced features you'll want to leverage to improve the way you manage, organize, present, and distribute your company's data and information. You'll explore a variety of enhancements, from Word's ability to edit PDF files to the new Flash Fill functionality in Excel that dramatically increases the speed at which you can add data to a spreadsheet. You'll discover how the cloud has been deeply integrated into your Office experience and how collaborating with colleagues has never been easier.

Upon successful completion of this course, students will be able to:

- Identify new and enhanced features that are common across all applications in Office 2013.
- Modify documents using Microsoft Word 2013.
- Enhance worksheet data using Microsoft Excel 2013.
- Augment a presentation using Microsoft PowerPoint 2013.
- Create a database using Microsoft Access 2013.
- Navigate through mail, calendars, contacts, and tasks in Microsoft Outlook 2013

WINTER EXCEL CLASSES

EXCEL 2010-PIVOT TABLES 1/2 DAY

Wednesday 11/15 8:30-12:00

#0590-017

Target Audience: Excel Users

Students will create and analyze PivotTable data.

- Build a PivotTable
- Analyze data using PivotTables
- Present PivotTable data visually

MICROSOFT EXCEL 2010 LEVEL 4

Thursday 11/30 8:30-3:30

#1147-09

Target Audience: Experienced Excel Users

After completion, students will know how to:

- Build advanced functions
- Manipulate data in Excel
- Build & edit macros
- Build & customize pivot tables
- Analyze data through statistical functions

MICROSOFT EXCEL 2013—LEVEL 1

Thursday 1/11 8:30-3:30 #1336-01

Target Audience: Beginning Excel Users

After completion, students will know how to:

- Create a basic worksheet & perform calculations using MS Excel 2013
- Modify an Excel worksheet
- Format a worksheet
- Manage & Print the content of an Excel workbook

MICROSOFT EXCEL 2013—LEVEL 2

Thursday 2/08 8:30-3:30 #1337-01

Target Audience: Basic Excel Users

After completion, students will know how to:

- Use advanced formulas
- Organize worksheet & table data using various techniques
- Create and modify charts
- Analyze data using PivotTables, Slicers, and Pivot Charts
- Insert and modify graphic objects in a worksheet
- Customize & enhance workbooks

Placer County Tuition Reimbursement

Find out more by visiting MyPlacer

[Employee Services > Learning Zone >](#)

[Higher Education > Tuition Reimbursement](#)



Advanced Analytical Series

Placer County's Advanced Analytical Series

will help you be the master of information with solid analytical skills. Analytical thinking skills are critical in the work place as they help you gather information, articulate, visualize and solve complex problems. This series helps you make well-informed and correct decisions. This series is five courses; four (4) one day courses and one (1) two day course.



Complete the series within two years to receive your Advanced Analytical Series Certificate of Completion.

Courses

- ⇒ **Analytical Problem Solving** formerly known as **Completed Staff Work** enables decision makers to find solutions to problems using a seven step process. **Two Day Attendance Required**
- ⇒ **Writing Skills for Analysts** help you create work products that are clear, concise, logical and correct.
- ⇒ **Interpersonal Communications Skills for Analysts** will increase your ability to communicate with employees in ways that promote positive working relationships.
- ⇒ **Project Management Essentials** will help you gain the skills to implement project management best practices within your unit.
- ⇒ **Presentation Skills for Analysts** will empower you to prepare and deliver data driven presentations with confidence.

Class Name	Dates	Location	Time	ACORN Course
Analytical Problem Solving	10/31&11/07	Auburn TR1	8:30-4:30pm	1258-01
Writing Skills for Analysts	12/05	Auburn TR1	8:30-4:30pm	1259-01
Interpersonal Comm Skills for Analysts	12/19	Auburn TR1	8:30-4:30pm	1260-01
Project Management Essentials	11/28	Auburn TR1	8:30-4:30pm	1261-01
Presentation Skills for Analysts	12/12	Auburn TR1	8:30-4:30pm	1262-01
Analytical Problem Solving	2/06& 2/13	Rocklin	8:30-4:30pm	1258-02
Writing Skills for Analysts	2/20	Rocklin	8:30-4:30pm	1259-02

Career Development Series

Placer County's Career Development Series

is open to any County employee. Good careers don't happen by accident. Truly satisfying careers are the reward of talent, hard work, a bit of luck, and a carefully managed strategy put to work. The first step in developing your strategy is an online career assessment designed for self-discovery and provides your profile of intrinsic motivators and behavioral strengths.

Courses

- ⇒ **Career Development Workshop** will help you understand your career assessment and begin imagining possibilities.
- ⇒ **Developing Your Professional Development Plan**, where you will create and draft your own plan.
- ⇒ **Placer County Recruitment Workshop** you will learn about opportunities available, MQs, and the importance of the process.
- ⇒ **Effective Resume Writing** to grab the attention of the hiring Department.
- ⇒ **Interviewing Skills for Success** now that you got your foot in the door, make a great impression and land your next career step.
- ⇒ **Test Taking Best Practices** will help you learn study skills, increase your confidence, and reduce nervousness.



Class Name	Dates	Location	Time	ACORN Course
Career Development Workshop	10/26	Rocklin/Sunset	8:30-12:00pm	1244-02
Dev Your Professional Development Plan	11/9	Rocklin/Sunset	8:30-12:00pm	1245-02
Placer County Recruitment Workshop	11/9	Rocklin/Sunset	1:00-4:30pm	1246-02
Effective Resume Writing	11/16	Rocklin/Sunset	8:30-12:00pm	1247-02
Interviewing Skills for Success	11/30	Rocklin/Sunset	8:30-12:00pm	1248-02
Test Taking Best Practices	12/21	Rocklin/Sunset	8:30-12:00pm	1249-02
Career Development Workshop	1/09	Auburn TR1	8:30-12:00pm	1244-03
Dev Your Professional Development Plan	1/16	Auburn TR1	8:30-12:00pm	1245-03
Placer County Recruitment Workshop	1/23	Auburn TR1	8:30-12:00pm	1246-03
Effective Resume Writing	1/30	Auburn TR1	8:30-12:00pm	1247-03
Test Taking Best Practices	2/06	Auburn TR1	8:30-12:00pm	1249-03
Interviewing Skills for Success	2/13	Auburn TR1	8:30-12:00pm	1248-03

Foundational Series

Placer County's Foundational Series

focuses on those core areas you asked for in the 2017 Training Needs Assessment. These classes provide a foundational context in writing skills, interpersonal communication, critical thinking, organizing and prioritizing, customer service, presentation skills, and public service ethics. Take one or two that fit your needs or take them all for a Placer County Foundational Series Certificate of Completion, six(6), half-day(1/2) workshops.

- ⇒ **Interpersonal Communication** helps you make the most of interpersonal relationships at work.
- ⇒ **Critical Thinking Tools** will help you step back and approach complex problems clearly.
- ⇒ **Best Practices in Customer Service** will help you address challenges specific to providing customer service on behalf of government.
- ⇒ **Better Business Writing** will help you write in a professional and polished manner.

- ⇒ **Presentation Skills** will help you create stronger presence, manage first impressions and present with ease.
- ⇒ **Grammar & Punctuation Brush Up** will help your ability to use professional grammar.
- ⇒ **Ethics and the Public Servant** will help to clarify your role in public service and promote an ethical workplace.
- ⇒ **Organizing & Prioritizing Workload** will help you be more organized to manage time and priorities with strategy.

Class Name	Dates	Location	Time	ACORN Course
Presentation Skills	11/01	Rocklin/Sunset	8:30-4:00pm	1254-02
Ethics and the Public Servant	12/5	Rocklin/Sunset	8:30-12:30pm	1257-01
Business Writing	1/9	Rocklin/Sunset	8:30-4:30pm	1256-01
Grammar & Punctuation Brush Up	1/16	Rocklin/Sunset	8:30-12:30pm	1255-01
Critical Thinking Tools	1/17	Auburn TR1	8:30-12:30pm	1251-02
Customer Service in Public Sector	1/24	Auburn TR1	8:30-12:30pm	1252-02
Organizing and Prioritizing	1/31	Auburn TR1	8:30-12:30pm	1253-02
Presentation Skills Workshop	2/8	Auburn TR1	8:30-4:00pm	1254-03
Presentation Skills Workshop	2/14	Auburn TR1	8:30-4:00pm	1254-04

Supervisory Skills Series

Placer County's Supervisory Skills Series

is open to any County employee who supervises the performance of others that culminates with writing a performance evaluation. This Series provides fundamental and essential supervisory knowledge with eight (8) required half day workshops. Three (3) electives are also available that include *Writing the Performance Evaluation Lab*, *Leading Business Process Improvement*, and *Leading Problem Solving and Decision Making*.

Complete the required series within two (2) years to receive your Certificate of Completion.

I'm interested in a class.
What next???

To Enroll, use ACORN Self-Service Enrollment or contact your Department Training Coordinator.

For more information, contact us
Learning@placer.ca.gov or 530-886-4670



Courses

- ⇒ **Role of the Supervisory/Leader** learn how to lead people and be successful in your role.
- ⇒ **Leading Self and Teams** you will explore your role as a leader and clarify your own leadership style.
- ⇒ **Performance Development System** will introduce you Placer's performance cycle & enhanced software.
- ⇒ **Coaching, Onboarding and Staff Development** will help you assess will/skill of staff and then apply coaching, training, OJT and delegation.
- ⇒ **Motivating High Performance Teams** will assist in helping you form and manage a team.
- ⇒ **HR Fundamentals** will help you learn and refresh your supervisory accountability from an HR perspective.
- ⇒ **Leave Admin & Reasonable Accommodation** will help you navigate staff issues effectively.
- ⇒ **Introduction to Progressive Discipline** will help you understand your role in the discipline process.

Supervisory Skills Series

Placer County's Supervisory Skills Series

is open to any County employee **who supervises the performance** of others that culminates with **writing a performance evaluation**.

Class Name	Dates	Location	ACORN Course	Time
Leading Problem Solving & Decision Making	11/1	Auburn TR1	1276-01	8:30am-12:00pm
Leading Business Process Improvement	11/2	Rocklin/GoldRush	1275-02	1:00pm-4:30pm
Leading Problem Solving & Decision Making	11/16	Rocklin/GoldRush	1276-02	1:00pm-4:30pm
Role of the Supervisor	1/11	Auburn TR1	1266-04	1:00pm-4:30pm
Leading Self and Teams	1/18	Auburn TR1	1267-03	1:00pm-4:30pm
Performance Development Workshop	1/25	Auburn TR1	1268-04	1:00pm-4:30pm
Coaching, Onboarding and Staff Dev	2/1	Auburn TR1	1269-04	1:00pm-4:30pm
Motivating High Performance Teams	2/8	Auburn TR1	1270-04	1:00pm-4:30pm
HR Essentials	2/15	Auburn TR1	1271-03	1:00pm-4:30pm
Introduction to Progressive Discipline	2/22	Auburn TR1	1273-03	1:00pm-4:30pm

Thank you for visiting our booth
at the employee picnic!

We are here to help.

Contact us at
learning@placer.ca.gov

or

530-886-4670

